

Ensuring you always experience a professional Service

Freehold Management Services Ltd is committed to providing a first-class service and to do everything we can to ensure you are satisfied. If you feel we have fallen short of this standard. Freehold Management Services Ltd have procedures in place to ensure your complaint is dealt with in a courteous and fair manner.

If you remain unhappy with the way your complaint has been dealt with after speaking to the person with conduct of your matter, then you should set out your complaint in writing to:

The Managing Director
Freehold Management Services Limited
22b Weston Park Road
Peverell
Plymouth
Devon. PL3 4NU

And/or by email to: info@fhms-ltd.co.uk

In order to resolve your complaint, we would ask that you include the following information and evidence, if applicable:

- An outline of your complaint explaining why you feel that we have fallen short of our first-class service.
- What you would like us to do to resolve it.
- Include any specific details / documentation that you feel would assist us in resolving your complaint. Including, but not limited to:
 - Names of Advisors you have spoken to in connection with the complaint.
 - Time(s) and Date(s) of the incidence(s).
 - Telephone number(s) and Address(es) you have used to contact us.
 - Any written correspondence in connection with your complaint.
 - Any other documentation in support of your complaint.

On receipt of a complaint, we will fully investigate the issue(s) you have raised and respond to you accordingly.

The timescales for dealing with a complaint are as follows:

- We will receive an ‘acknowledgement of receipt’ of your complaint from us within 3 working days of receipt of your complaint.
- Within 10 working days of the acknowledgement, you will receive a full response.
- If we are unable to resolve the matter within the 10 working days as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received.
- After our final written response, we may deem the complaint closed. If we deem the matter closed we reserve the right not to enter into any further correspondence with you.

We are members of **The Property Redress Scheme**. If you remain unhappy with the response received from us (deadlock) and all parties have exhausted our complaints procedure, you can contact **The Property Redress Scheme** to ask them to investigate your complaint. In order to take your complaint to **The Property Redress Scheme** you must first have carried out the following:

- You have waited 8 weeks from the date of your written complaint to us for a response; and
- It is still within 12 months from our last communication with you regarding this complaint.

The Property Redress Scheme is a Government approved Redress Scheme who resolves complaints between members and their consumers. The complainant must have exhausted the member’s internal complaints procedure and remain dissatisfied with the Member’s internal complaints procedure and remain dissatisfied with the Member’s response.

The **Property Redress Scheme** is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website.

In order to make a complaint, please contact **The Property Redress Scheme** directly or alternatively, visit their website and fill out a Complaints Form. **The Property Redress Scheme** contact details are as follows:

Website: www.theprs.co.uk
By Email: info@theprs.co.uk

Telephone: 0333 321 9418

By Post at:

The Property Redress Scheme
Ground Floor, Kingmaker House
Station Road, New Barnet
Hertfordshire. EN5 1NZ